

SECTION IV. 7. Personal Emergency Response System (PERS)

A. Definition

“Personal Emergency Response System” (PERS) is an electronic device that enables individuals at high risk of institutionalization to secure help in an emergency. The system is connected to the person's phone and programmed to signal a response center once a "help" button is activated. Professionally trained PERS staff assess the nature of the emergency and obtain appropriate help for the individual as necessary.

B. Approved Providers

PERS providers must be authorized to provide Choices for Care (CFC) services by the Department of Disabilities, Aging and Independent Living (DAIL) and comply with the following:

1. All legal requirements set by the Federal Communication Commission
2. Equipment must meet the Underwriters Laboratories, Inc. (UL) standards for home health care signaling equipment
3. CFC Universal Provider Qualifications and Standards (*Section III.*)
4. CFC Services Principles (*Section IV.*).

C. Provider Types

The following provider type is approved to provide PERS when authorized by DAIL and identified on the individuals Service Plan:

- DAIL authorized Personal Emergency Response Providers

D. Approved Activities

PERS services shall include the following approved, reimbursable activities when PERS is identified on the individual's Service Plan:

1. Installation and maintenance of PERS equipment in the participant's home by appropriately trained staff.
2. PERS equipment which provides the participant (or caregiver) with the ability to reliably activate an immediate emergency signal to the surveillance/response center.
3. PERS equipment which has an uninterruptible power source.
4. PERS equipment which is appropriate to the individual's cognitive, physical, and medical condition.

5. Information and training to the participant (and caregivers, as necessary) regarding the use of the PERS equipment.
6. Continuous surveillance of signaling equipment for activated signals by the surveillance/response center 24 hours per day, 365 days per year.
7. Scheduled testing of all in-home equipment at least every 90 days to ensure that equipment is functional.
8. A telephone line monitor that ensures that telephone connections are maintained between the PERS equipment in the home and the surveillance/response center.
9. A direct response to the participant within 60 seconds by surveillance/response center professional staff who have been trained in emergency response and who use an established response protocol over the PERS equipment and/or the telephone.
10. An emergency telephone communication from the surveillance/response center in accordance with an established protocol to a local response network including friends, neighbors, police, fire, and/or ambulance, depending on the nature of the emergency.
11. A response by trained professional staff who have been trained in emergency response and who use response protocols for each participant.
12. Detailed documentation of responses to all activated signals.
13. Detailed technical and operations manuals which describe PERS elements, including PERS equipment specifications, installation, functioning, and testing, staff training requirements, emergency response protocols, and record keeping and reporting procedures.
14. Optional equipment upgrades, as determined by the PERS provider, and provided within the current maximum rate. (e.g. medication reminder)

E. Limitations

1. PERS services as defined in this section are limited to individuals approved by DAIL for services in the Home-Based setting.
2. PERS services are limited to a maximum of twelve (12) months of service per calendar year.
3. PERS services are limited to those individuals who live alone, or who are alone for significant parts of the day, and have no regular caregiver for extended periods of time.
4. PERS services are limited to individuals who are able to effectively utilize PERS equipment.